



CROWN FORD

Where The Customer Is King

April 2, 2012

To Whom It May Concern:

On March 2, 2012, Crown Ford experienced its first hail storm. Every vehicle on our lot sustained some damage. It was a crazy time for us, as not only were we dealing with hail, but also we were doing a major renovation to our store.

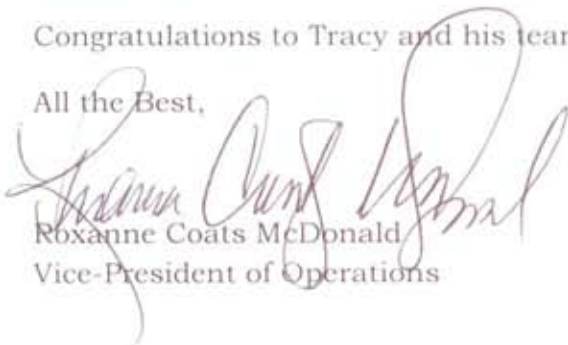
Tracy and his team from International Fleet Solutions came to Crown and with his professionalism and references sold me on the fact he and his team could advise and guide me during this troubling time. The Paintless Dent Repair sales people were surrounding our store, and they were like vultures. Some of Tracy's competition tried to speak ill of Tracy and his team and even sent slanderous e-mails. However, Tracy's references all were verified. Tracy and his team stepped up and helped Crown with the appraisal process and were able to get us additional money from the insurance company.

Crown Ford had over 400 vehicles damaged. We had three different insurance companies and there were over 7 different estimators. Tracy and his team immediately began working on the repairing the dents. They did excellent work and were fair on their pricing. Because of time constraints, I divided up the damage and gave ½ to International Fleet Solutions and ½ to a local agency. I can tell you Tracy's team did such an outstanding job, that the local guys paled in comparison. Every vehicle PDRed by International Fleet Solutions were expedited and quality checked for perfection. We had not one issue with their quality. The other guys failed consistently to reattach brake lights, moonroofs, and windshield wiper fluid lines. We also had 3 vehicles actually sustain additional damage while in their care. None of that happened with Tracy's team.

I pray Crown Ford does not have to endure another hail storm. However in the event, the unfortunate happens, I would not hesitate to partner with Tracy and International Fleet Solutions.

Congratulations to Tracy and his team for a job well done!

All the Best,



Roxanne Coats McDonald
Vice-President of Operations



QC
CHAIRMAN'S AWARD
WINNER